Halton Community Housing Corporation
Housing Services Division
Social & Community Services
1151 Bronte Road
Oakville ON L6M 3L1

Policy Name: Integrated Pest Management

Policy Category: Units and Common Spaces

Purpose
The Integrated Pest Management Policy provides an overview of how Halton Community Housing Corporation (HCHC) manages pest control at its properties.

Scope
This policy applies to all units and common spaces owned or operated by HCHC. This policy applies to all residents of HCHC communities including tenants and occupants.

Standards and Values
HCHC is responsible for maintaining rental units and common spaces in a good state of repair. This includes pest management. HCHC uses an integrated pest management approach to prevent, monitor, and treat pest issues.

Tenants are expected to be active and willing participants in the integrated pest management approach. Tenant responsibilities include:

- Reporting suspected pest infestations right away
- Keeping units in a good state of cleanliness
- Cooperating with treatment instructions when an infestation is confirmed
- Storing waste items in enclosed containers and disposing of waste regularly
- Not feeding wildlife

Definitions
Integrated Pest Management: A program that combines prevention, monitoring, and a wide range of treatment methods that go beyond chemical sprays.

Pest: Any insect or animal that infests a home.

Staff: Employees of Halton Region and HCHC contractors.

Tenant: A person who has signed a lease with HCHC.

Policy Details
Pest control is an unfortunate reality in all homes. Although HCHC takes a proactive and preventive approach to pest management, sometimes pests do get into homes.

This policy applies to infestations of any type of insect or animal; the most common pests are cockroaches, bedbugs, and mice.

Integrated pest management
HCHC's integrated pest management approaches uses the following techniques to prevent and address infestations:

- Preventive maintenance (bait monitoring stations, annual unit inspections)
- Education for staff and tenants on how to recognize and prevent and manage pests
- Encouragement of early reporting by adopting a no shame, no blame approach
- Use of licensed exterminators who are familiar with the type of infestation being treated
- Use of multi-stage treatment strategies
- Follow-up and monitoring to ensure successful elimination of the pest

Integrated pest management minimizes disruption to tenants and lowers pest control costs over the long term.

No shame, no blame approach
HCHC's no shame, no blame approach is intended to reduce stigma and encourage residents to report possible pest infestations as soon as they become aware of them. The approach recognizes that staff, tenants, and pest control contractors all have a key role to play in identifying and eliminating pests.

Tenants will not be evicted for reporting pest issues. There is no tenant charge for pest control or treatment unless a household refuses to participate or obstructs HCHC from addressing the matter once it has been identified.

Pest Education Toolkit
HCHC's Pest Education Toolkit provides detailed information on how to prevent and manage the most common types of pests found in our communities. It also reinforces HCHC's commitment to working collaboratively with tenants to manage and eliminate pests, through its no shame, no blame approach to integrated pest management.

Related Policies and Resources	HCHC Residential Tenancy Agreement HCHC Pest Education Toolkit HCHC Tenant Handbook
Related Legislation	*Residential Tenancies Act*, 2006

HCHC policies can be found online at halton.ca/hchc.